



Job Description

Job Title: Client Administration

Reporting to the Co-Owners, and working closely with a multidisciplinary team, the individual is responsible for communications support for AOR Solutions and AOR Web Solutions and its projects and clients.

DUTIES AND RESPONSIBILITIES:

Client Support

- Work closely with clients to ensure smooth management of projects
- Liaise with members, suppliers, sponsors and partners through phone, email, mail and in person
- Work with the team to coordinate project schedules, resources and information
- Coordinate the tracking of project stages, making sure that critical information is shared among relevant team members
- Assist in preparation of project budgets
- Use tools to monitor working hours, plans and expenditures

Membership Management

- Handle all aspects of membership renewal for clients, including the membership management software processes for member renewals and records-management
- Respond to inquiries from members and direct questions to other team members as appropriate

Bookkeeping

- Data entry of financial information for clients
- Posting information to accounting software (SAGE) using source documents such as cash receipts, membership invoices, ticket sales for events, conference registrations, supplier invoices, etc.
- Reconciling accounts to ensure accuracy
- Prepare regular financial reports/statements
- Assist in budget preparations

Administration

- Administrative duties to support organizational function, including scheduling of meetings, teleconferences/videoconferences and webinars, including the preparation of agendas and distribution of meeting documents
- General administrative tasks including mail, phones and handling general inquiries, both internally and for clients
- Develop and maintain an efficient filing system for the team and clients
- Support for conference planning on behalf of clients
- Maintain and updates team's databases and mailing lists using the Microsoft Office Suite including Word, Excel, PowerPoint, and Outlook
- Take minutes of meetings as required

- Work with other team members to coordinate work activities, meet deadlines, and provide support where needed
- Undertake other duties as delegated in support of business.

QUALIFICATIONS/SKILLS

- Completion of a minimum two-year post-secondary program (college or university graduate) in business administration, accounting or a related field is required
- Fluency writing and speaking in both English and French is highly desirable
- Ability to juggle multiple detailed projects with superb accuracy
- Writing, editing and proof-reading skills, requiring accuracy and attention to detail
- Ability to condense and clarify information
- Above-average interpersonal and communication skills (verbal and written) to interact with a wide variety of people in many different contexts
- Able to work in a small team as a sole contributor and as a coordinator
- Able to take direction well and contribute positively to overall work environment/performance of the group
- Strong client-facing and teamwork skills
- Effective analytical and practical problem-solving skills
- Ability to take initiative, work with minimal supervision and make independent, routine decisions
- Discretion in dealing with confidential and sensitive information
- Knowledge of word processing, spreadsheets and database applications
- Proficiency in electronic mail, scheduling and presentation software
- Above-average organizational and time-management skills
- Ability to focus despite many different duties and frequent interruptions

Position

Permanent, Full-time (40 hrs/wk). Benefits (after waiting period) include dental insurance, medical insurance and disability insurance.

Must have reliable high-speed internet access and be able to work from home for the foreseeable future due to Covid-19 protocols.

Deadline for application: January 15, 2021

Apply by sending to michelle@aoorweb.ca:

(1) your curriculum vitae (CV); and

(2) a cover letter describing why you are well suited for this position.

Anticipated start date: Mid to late January 2020

Thank you to all who have expressed an interest and applied; however, only those selected for an interview will be contacted.
